

**For information on becoming a General or Operations Manager, see [Sources of additional information](#) within this brochure.**

**For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.**

**Berlin (752-5500)**

[151 Pleasant St., PO Box 159, 03570-0159](#)

**Claremont (543-3111)**

[404 Washington St., PO Box 180, 03743-0180](#)

**Concord (228-4100)**

[10 West St., PO Box 1140, 03302 - 1140](#)

**Conway (447-5924)**

[518 White Mountain Highway, 03818-4205](#)

**Keene (352-1904)**

[109 Key Rd., 03431-3926](#)

**Laconia (524-3960)**

[426 Union Ave., PO Box 760, 03246-2894](#)

**Lebanon (448-6340)**

[85 Mechanic St., Ste.4, 03766-1506](#)

**Littleton (444-2971)**

[646 Union St., Ste.100, 03561-5314](#)

**Manchester (627-7841)**

[300 Hanover St., 03104-4957](#)

**Nashua (882-5177)**

[6 Townsend St., 03060-3285](#)

**Portsmouth (436-3702)**

[2000 Lafayette Rd., 03801-5673](#)

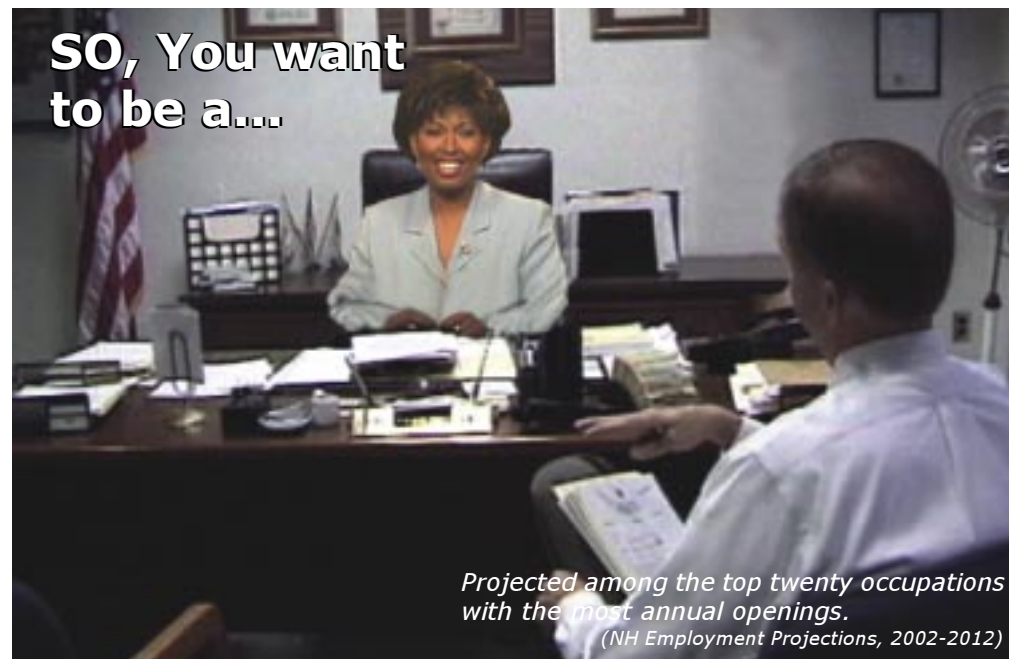
**Salem (893-9185)**

[29 South Broadway, 03029-3026](#)

**Somersworth (742-3600)**

[243 Rt.108, 03878-1512](#)

**SO, You want  
to be a...**



*Projected among the top twenty occupations  
with the most annual openings.  
(NH Employment Projections, 2002-2012)*

## **Business, Management & Administration** **General & Operations Managers**



## **New Hampshire**

**Here are  
a few things  
you should know.**

You'll want to know a few things about this career.

Avg Hrly Wage:

\$39.79

Expected

GrowthRate\*:

21%

Avg

AnnOpenings:

436

Training/Educ Needed:

Degree Plus Related Experience

*The formal education and experience of top executives varies as widely as the nature of their responsibilities.*

Basic Skills: Reading, listening, writing, speaking, mathematics, science.

Job Skills:

Active listening, management of personnel & financial resources, time management, reading comprehension, monitoring, judgment & decision making, speaking, active learning, persuasion.

SO, You want to be a...

# General & Operations Manager

*Projected among the top twenty occupations with the most annual openings.*

*(NH Employment Projections, 2002-2012)*

## TASKS

1. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or distribution of products.
2. Manage staff, preparing work schedules and assigning specific duties.
3. Review financial statements, sales/activity reports, & other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
4. Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
5. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
6. Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.
7. Oversee activities directly related to making products or providing services.
8. Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
9. Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
10. Manage the movement of goods into and out of production facilities.

[www.onetcenter.org](http://www.onetcenter.org)

OOH, 2004-2005

Interests  
(Holland Code):  
N/A

Interest Area:  
Business & Administration

Working Conditions:  
Pleasant and comfortable clean, well lit spacious offices.

Avg Work Week:  
Varies (Long hours, including evenings and weekends, are standard although schedules may be flexible.)

Sources of additional info:

NH Employment Security (Contact office nearest you or go online to [www.nhes.state.nh.us](http://www.nhes.state.nh.us)).

American Management Association, 1601 Broadway, New York, NY 10019 ([www.amanet.org](http://www.amanet.org)).

National Management Association, 2210 Arbor Blvd, Dayton, OH 45439 ([www.nmal.org](http://www.nmal.org)).

**NHCRN**  
New Hampshire Career Resource Network  
Employment SECURITY Rick Ricker (603) 229-4489 [www.nhes.state.nh.us/elmi/nhcrn/index.htm](http://www.nhes.state.nh.us/elmi/nhcrn/index.htm)